

As a consumer who subscribes to an independent ISP for DSL service, I find their attention to customer service, and their accomodating offerings in stark contrast to those of the large phone companies. I've had accounts with Pac Bell (when it was Pac Bell), SBC and Qwest, and all three times I have had to cancel my accounts with them and find a local ISP that could meet my needs.

All three times I was very pleasantly surprised at the results. Without the availability of local ISPs, I would be forced to bow to the steep pricing scales of the phone companies, and they would probably do away with offering the packages that I want altogether.

Because they are small and independent, they have a much larger stake in keeping their customers happy, and consequently they provide superior customer service. How can that be bad for consumers?

If the Independent ISPs are truly such a small part of the market as Bell South claims, then they can't be losing much revenue to them, and therefore there is no harm in keeping them a part of the current system.

They are simply trying to get rid of any competition, because that will deliver them a monopoly, and that has them seeing dollar signs.

Healthy competition can only help the consumer.

Please keep the status quo and provide consumers with leverage over the phone companies by allowing independent ISPs to provide balance in the DSL market.